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# **Emergency Telephone Service Committee**

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## **Dispatcher Training Courses**

**Published on:**  
**May 2, 2006**

**Course Title:** **Being the Best!**  
**Course ID:** PST 200601  
**Description:** This course assists both call takers and radio dispatchers on how to handle calls, flow policy, use common sense and experience, and maximize their performance and motivate them to do well.  
**Course Hours:** 8  
**Begin Date:** 5/3/2006  
**End Date:** 5/3/2006  
**Category:** ETSC  
**Sub-Category:** Basic  
**Cost Per Student:** 0  
**Training Location:** Sterling Hts, MI  
**Contact Information:** Kevin Willett or Lisa Miller  
650-591-7911 ext 102 or ext 103  
**Training Provider:** PUBLIC SAFETY TRAINING CONSULTANTS  
**Address:** PO BOX 5508 REDWOOD CITY CA 94063  
**Provider Phone Number:** 650-591-7911  
**Registration Date:** 1/24/2006  
**Expiration Date:** 1/24/2007  
**Course Status:** Initial Registration

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**Course Title:** **Beslan Terrorist School Seige & Lessons for Americ**  
**Course ID:** LPD 200601E  
**Description:** Vulnerability of U.S. school to terrorist attack and necessary security and changes needed to keep our children protected.  
**Course Hours:** 8  
**Begin Date:** 6/6/2006  
**End Date:** 6/6/2006  
**Category:** ETSC  
**Sub-Category:** Basic  
**Cost Per Student:** 0  
**Training Location:** Holiday Inn, 6820 S. Cedar St., Lansing, MI 48911  
**Contact Information:** Pat Relyea  
517-483-7606  
**Training Provider:** LANSING POLICE DEPARTMENT  
**Address:** 120 WEST MICHIGAN AVE LANSING MI 48906  
**Provider Phone Number:** 517-483-4838  
**Registration Date:** 4/10/2006  
**Expiration Date:** 4/10/2007  
**Course Status:** Initial Registration

**Course Title:** Emotional Survival  
**Course ID:** MNA 200504  
**Description:** This course is aimed at keeping dispatchers as team players and helps them avoid the toxic person syndrome which can over take dispatch and law enforcement professionals.  
**Course Hours:** 7  
**Begin Date:** 6/14/2006  
**End Date:** 6/14/2006  
**Category:** ETSC  
**Sub-Category:** Basic  
**Cost Per Student:** 195  
**Training Location:** Lansing, MI  
**Contact Information:** Julie Christensen  
989-362-9660  
MACNLOW@aol.com  
**Training Provider:** MACNLOW ASSOCIATES  
**Address:** 2135 DOUGLAS TAWAS CITY MI 48763  
**Provider Phone Number:** (989) 362-9660  
**Registration Date:** 2/17/2005  
**Expiration Date:** 2/17/2007  
**Course Status:** First Registration Renewal

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**Course Title:** Microsoft Excel  
**Course ID:** MSP 200502  
**Description:** Skills taught include basic, intermediate, and some advanced skills using Microsoft Excel.  
**Course Hours:** 12  
**Begin Date:** 7/19/2006  
**End Date:** 7/20/2006  
**Category:** ETSC  
**Sub-Category:** Basic  
**Cost Per Student:** 120  
**Training Location:** MSP Training Academy, Lansing  
**Contact Information:** Gina Rosendall  
517-322-1782  
rosendag@michigan.gov  
**Training Provider:** MICHIGAN STATE POLICE  
**Address:** 7426 N. CANAL ROAD LANSING MI 48913  
**Provider Phone Number:** 517-322-5174  
**Registration Date:** 2/12/2005  
**Expiration Date:** 2/12/2007  
**Course Status:** First Registration Renewal

**Course Title:** Microsoft Powerpoint  
**Course ID:** MSP 200508  
**Description:** Skills taught include basic, intermediate, and some advanced skills in using Microsoft Powerpoint.  
**Course Hours:** 12  
**Begin Date:** 8/16/2006  
**End Date:** 8/17/2006  
**Category:** ETSC  
**Sub-Category:** Basic  
**Cost Per Student:** 120  
**Training Location:** MSP Training Academy, Lansing  
**Contact Information:** Gina Rosendall  
517-322-1782  
rosendag@michigan.gov  
**Training Provider:** MICHIGAN STATE POLICE  
**Address:** 7426 N. CANAL ROAD LANSING MI 48913  
**Provider Phone Number:** 517-322-5174  
**Registration Date:** 2/12/2005  
**Expiration Date:** 2/12/2007  
**Course Status:** First Registration Renewal

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**Course Title:** Professional Dispatchers  
**Course ID:** MNA 200501  
**Description:** This 2 day course is designed specifically for new and experienced dispatchers working in police and 911 centers. Course emphasis is on dealing with people 'customers', communication skills, listening techniques.  
**Course Hours:** 16  
**Begin Date:** 6/22/2006  
**End Date:** 6/23/2006  
**Category:** ETSC  
**Sub-Category:** Basic  
**Cost Per Student:** 275  
**Training Location:** Lansing, MI  
**Contact Information:** Julie Christensen  
989-362-9660  
MACNLOW@aol.com  
**Training Provider:** MACNLOW ASSOCIATES  
**Address:** 2135 DOUGLAS TAWAS CITY MI 48763  
**Provider Phone Number:** (989) 362-9660  
**Registration Date:** 1/7/2005  
**Expiration Date:** 1/7/2007  
**Course Status:** First Registration Renewal

**Course Title:** **Keys to Successful Leadership**  
**Course ID:** MNA 200601  
**Description:** Participants will examine whether their leadership focus is character, analysis, interaction, accomplishment, or some combination of these by utilizing a powerful leadership assessment instrument. Participants will also learn more about what employees need from them before they'll respect them as a leader and give them their allegiance.  
**Course Hours:** 8  
**Begin Date:** 6/15/2006  
**End Date:** 6/15/2006  
**Category:** ETSC  
**Sub-Category:** Management  
**Cost Per Student:** 0  
**Training Location:** Lansing, MI  
**Contact Information:** Julie Christensen  
989-362-9660  
MACNLOW@aol.com  
**Training Provider:** MACNLOW ASSOCIATES  
**Address:** 2135 DOUGLAS TAWAS CITY MI 48763  
**Provider Phone Number:** (989) 362-9660  
**Registration Date:** 1/18/2006  
**Expiration Date:** 1/18/2007  
**Course Status:** Initial Registration

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**Course Title:** **Achieving Supervisory Excellence**  
**Course ID:** MNA 200503  
**Description:** Police Supervision is a 24 hour hands-on program designed specifically for first line supervisors who direct, motivate, lead, appraise, and discipline others. As a result of role play, exercises, self assessments, group discussion and lecture you will leave with new knowledge and skills.  
**Course Hours:** 24  
**Begin Date:** 6/6/2006  
**End Date:** 6/8/2006  
**Category:** ETSC  
**Sub-Category:** Supervision  
**Cost Per Student:** 335  
**Training Location:** Days Inn - Tawas City, MI  
**Contact Information:** Julie Christensen  
989-362-9660  
MACNLOW@aol.com  
**Training Provider:** MACNLOW ASSOCIATES  
**Address:** 2135 DOUGLAS TAWAS CITY MI 48763  
**Provider Phone Number:** (989) 362-9660  
**Registration Date:** 1/13/2005  
**Expiration Date:** 1/13/2007  
**Course Status:** First Registration Renewal

**Course Title:** **Achieving Supervisory Excellence**  
**Course ID:** MNA 200503  
**Description:** Police Supervision is a 24 hour hands-on program designed specifically for first line supervisors who direct, motivate, lead, appraise, and discipline others. As a result of role play, exercises, self assessments, group discussion and lecture you will leave with new knowledge and skills.

**Course Hours:** 24  
**Begin Date:** 6/6/2006  
**End Date:** 6/8/2006  
**Category:** ETSC  
**Sub-Category:** Supervision  
**Cost Per Student:** 0  
**Training Location:** Tawas City, MI  
**Contact Information:** Julie Christensen  
989-362-9660  
MACNLOW@aol.com

**Training Provider:** MACNLOW ASSOCIATES  
**Address:** 2135 DOUGLAS TAWAS CITY MI 48763  
**Provider Phone Number:** (989) 362-9660  
**Registration Date:** 1/13/2005  
**Expiration Date:** 1/13/2007  
**Course Status:** First Registration Renewal

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**Course Title:** **Advanced Supervision**  
**Course ID:** MNA 200509  
**Description:** Advanced Supervision is a 24-hour, hands-on program designed specifically for first line supervisors who empower, discipline, lead, and develop others. The topic focus includes: dealing with problem employees, empowering employees, supervisory ethics, planning projects, reducing conflict, managing workplace relationships, handling special details and problem solving.

**Course Hours:** 24  
**Begin Date:** 5/24/2006  
**End Date:** 5/26/2006  
**Category:** ETSC  
**Sub-Category:** Supervision  
**Cost Per Student:** 335  
**Training Location:** Days Inn - Tawas City, MI  
**Contact Information:** Julie Christensen  
989-362-9660  
MACNLOW@aol.com

**Training Provider:** MACNLOW ASSOCIATES  
**Address:** 2135 DOUGLAS TAWAS CITY MI 48763  
**Provider Phone Number:** (989) 362-9660  
**Registration Date:** 7/1/2005  
**Expiration Date:** 7/1/2006  
**Course Status:** Initial Registration